Senior Companion Program Performance Measure Surveys Information Packet

I. Introduction

This packet provides information on how to use performance measure surveys to measure the benefits (outcomes) for clients and caregivers due to services provided by Senior Companions.

SCP grantees can use the surveys for Healthy Futures performance measures H9 and H14. [1] These surveys may replace what you are currently using for performance measures.

- The *Senior Companion Program **Independent Living** Performance Measure Survey* measures **H9**, "Number of homebound or older adults and individuals with disabilities who reported having increased social ties/perceived social support."
- The *Senior Companion Program **Respite** Performance Measure Survey* measures **H14**, "Number of caregivers of homebound or older adults and individuals with disabilities who reported having increased social ties/perceived social support."

What You Need to Do

As of PY 2013, if you are beginning a new SCP three-year funding cycle and you are measuring H9 or H14, you are required to use these surveys. These are the steps.

Step 1: Prepare to Collect the Surveys

a. Talk to stakeholders to keep them informed.

b. Identify which clients and/or caregivers should get a survey.

c. Decide how to give out the surveys.

d. Prepare survey helpers.

Step 2: Give out the Surveys

a. Distribute the surveys to clients and caregivers.

b. Collect the surveys; follow up with people to return surveys.

Step 3: Summarize the Data

a. Enter the survey data in the CNCS spreadsheet (recommended).

b. Report the results in eGrants.

These three steps are described in more detail on the next page, along with page references showing where you can find a complete description of each step later in the packet.

[1] For more information about CNCS performance measures, see: http://www.nationalserviceresources.org/npm/home. For more information on measures H9 and H14 in particular, see: National Performance Measures Instructions (http://www.nationalserviceresources.org/files/npm/2013-SCP-National-Performance-Measures-Instructions-FINAL.pdf).

Step 1: Prepare to Collect the Surveys

a. ***Talk to stakeholders to keep them informed.*** (See page 5.) Let stakeholders (staff, advisory board, volunteers) know about the surveys, what the survey data are used for, and if you need their help.

b. ***Identify which clients and/or caregivers should get a survey***. (See page 5.) People who have received the minimum level of SCP services as indicated in your work plan should get a survey. You may need to work with your volunteer stations to put together complete lists of clients and caregivers. The lists will help you track who should get a survey, who has completed a survey, who you will need to follow up with, and who will need assistance.

c. ***Decide how to give out the surveys.*** (See page 6.) Consider which option(s) is most practical for your project:

   - in person, by handing it to the clients and caregivers to fill out;
   - in person or over the telephone, by reading the survey to them and taking down their answers on paper or on a computer/mobile device using an electronic version of the survey;
   - sending it to them through the mail; or
   - emailing them a link to the survey which they would fill out online.

d. ***Prepare "survey helpers".*** (See page 8.) Volunteers, staff, or advisory board members could assist with giving out the survey. They should be prepared in advance so clients and caregivers are given consistent, accurate information and confidentiality is protected. Some clients and caregivers may need special assistance. Note that Senior Companions will not be able to assist their own clients/caregivers to do the survey.

Step 2: Give out the Surveys

a. ***Distribute the surveys to clients and caregivers.*** (See page 9). The steps involved will depend on how you decided to give out the surveys: in person, through the mail, over the telephone, or online.

b. ***Collect the surveys; follow up with people to return surveys.*** (See page 9.) Follow up with clients and caregivers to get as many surveys returned as you can.

Step 3: Summarize the Data

a. ***Enter the survey data in the CNCS spreadsheet (recommended).*** (See page 9.) To tally results, enter the responses from each completed survey into the *Client-Caregiver Surveys Spreadsheet* (or another system if you have one).

b. ***Report the results in eGrants.*** (See page 9.) Once you have entered all the survey data, the spreadsheet totals the numbers for you on a summary sheet. Report these numbers in eGrants when you report your performance measure results.

For technical assistance, call 1-800-207-0750 or email SCSurvey@jbsinternational.com.